

HEALTH BENEFITS E-NEWS EXTRA

Department of Human Resource Management
Office of Health Benefits

September 26, 2018

SmartShopper Program Begins October 1

The Department of Human Resource Management (DHRM) will introduce the VITALS *SmartShopper* program on October 1 to employees, non-Medicare retiree group participants and covered family members in the COVA Care and COVA HDHP plans. We are sending you this information in the event that you receive questions.

SmartShopper is an incentive and engagement program designed to encourage members to shop for better-value/lower-cost medical services, such as certain procedures or tests. Members register for the program, shop and receive a cash reward which varies depending on the covered service and selected provider. The incentive will be paid in paychecks for active employees, and by check mailed to a retiree group member, about 60 days after the claim is paid. Be advised that when a covered family member earns a cash reward, it will be paid to the enrolled participant, not the family member.

Attached is an [overview](#) and [a list of covered services](#) included in the program. A welcome mailer will be sent to plan participants after October 1.

For more information, visit cova.vitalssmartshopper.com beginning October 1 or call the Personal Assistant Team at 1-844-277-8991.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov